

Appendix A: PICO Research Question

Research Question: What is the impact of a single-entry model on waiting time, referral volume, and patient/provider satisfaction compared to the traditional “multiple-queue, multiple server” model?

P: Patient undergoing referral to specialist or allied health professional.

I: Single-entry model defined as centralized intake (i.e. referrals are received through a single point of entry) or a pooled referral system (i.e. merging of multiple waiting lists), along with a centralized coordinated approach to triage (i.e. appointments arranged based on urgency).

C: Traditional “multiple-queue, multiple server model” or standard of practice.

O: Waiting time, measured as the wait time from referral to the specialist appointment (WT1), referral volume and patient and provider satisfaction.

Inclusion Criteria:

- inclusion of outpatients who were referred to specialists for medical, surgical or allied health services
- articles that implemented SEM
- studies which measured the wait time from referral to the specialist appointment (WT1), both for pre-SEM implementation and post-implementation timepoints.

Exclusion Criteria:

- Studies that were not conducted within Organization and Economic Co-operation and Development (OECD) countries.